

The **Employer Account Manager** reports to the Account Management Lead and supports the Board's mission to faithfully administer and deliver superior service to members and employers. As an integral member of the Plan Operations Team, this individual serves as the primary point of contact by consulting with employers for service related issues, practices, procedures, and benefits elections partnering in guiding the choices available through analysis and forecasting. The Employer Account Manager interprets and promotes the Benefits Plan and Assistance Program, facilitates employer related issues to grow membership, and consults on pricing review and determinations, billing, and the management of delinquent accounts.

The Ideal Candidate Possesses

- a bachelor's degree;
- more than 3 years of experience in a PeopleSoft benefits administration and/or Human Resources operations;
- proficiency with computerized benefits administration systems and customer care technologies; and
- an ability to travel occasionally to represent the Board of Pensions.

The Ideal Candidate Strongly Desires To Serve the Board of Pensions with an ability to

- keep current with plan, program, and administrative changes;
- comprehend, interpret, and communicate medical, other health, welfare and retirement benefits information for customer understanding;
- build rapport with employers, members, and colleagues using a positive, flexible, creative approach;
- demonstrate excellent problem solving ability; with strong analytic and system literacy skills and a demonstrated ability to review, analyze and make necessary recommendations;
- take initiative and proactively support and anticipate client needs;
- demonstrate exceptional oral, written and interpersonal communication skills;
- work well with diverse groups and across all levels of management;
- self-manage to meet deadlines and thrive in a fast-paced, high-volume environment requiring quick turnaround and quality output;

- thoroughly understand the Benefits Plan of the Presbyterian Church (U.S.A.), the church polity, and nature and expectations of our Korean language plan members; and
- serve all members of the Benefits Plan of the Presbyterian Church (U.S.A.).

The Ideal Candidate Would Receive

- medical, other health, welfare, and retirement benefits, including a defined benefit pension plan and a 403(b)(9) retirement savings plan, along with

- a minimum of 22 days' personal leave, paid sick time, and paid holidays

- generous tuition assistance
- a fitness center membership subsidy
- health and well-being resources;

- satisfaction gained from working for a service-oriented employer; and
- volunteer and other service opportunities in the community at large.

About the Board of Pensions

The Board of Pensions of the Presbyterian Church (U.S.A.) administers the church Benefits Plan and Assistance Program, provides educational opportunities, and manages investments of approximately \$10 billion. We are a not-for-profit corporation and one of six national agencies of the General Assembly, the governing body for the PC(USA), which is the largest Presbyterian denomination in the U.S. We trace our roots to 1717, when Presbyterians in Philadelphia established the Fund for Pious Uses to assist ministers and their families.

We respect differences, but we also value them. The approximately 185 individuals who work at the Board reflect the diversity of our region — in ethnicity, religious beliefs, gender, sexual orientation, and generation. They come from various backgrounds, and bring a range of abilities and interests to their work. Diverse perspectives kindle creativity throughout the organization, and through mutual respect, we are able to execute ideas our creativity generates.

View our [We Serve](#) video and see and hear from prospective colleagues at the Board of Pensions. If you believe you have the professional and personal credentials to join us as a colleague and would like to support the Board of Pensions as we serve more, serve better, and serve the Church, please visit pensions.org to [view our current opening and apply](#).

The Board of Pensions of the Presbyterian Church (U.S.A.) is an equal opportunity employer.

PI104539820